

## WHAT IS CLAIMED IS:

- 1           1. A voice-data control system for use with a  
2 communication facility including remote terminals for  
3 individual callers, wherein said remote terminals may  
4 comprise a conventional telephone instrument including  
5 voice communication means for providing audio response  
6 signals and digital input means for providing digital  
7 response signals, said control system comprising:  
8           cue means for cueing select ones of said  
9 terminals to prompt selective actuation of said voice  
10 communication means and said digital input means to  
11 provide responsive signals;  
12           status means to selectively identify response  
13 signals from each select terminal as digital control  
14 signals, digital data signals or audio signals;  
15           memory means for storing individual caller  
16 data;  
17           means for addressing individual caller data  
18 from said memory means in response to digital signals  
19 from said digital input means;  
20           means for storing digital data signals from  
21 said digital input means as additional individual caller  
22 data;  
23           control means for actuating said cue means and  
24 said status means to cue and identify audio signals,  
25 operation of said control means being conditioned on the  
26 failure of said means for addressing individual caller  
27 data to provide signals representative of caller data  
28 from said memory means; and  
29           means for storing said audio signals represen-  
30 tative of caller data in said memory means responsive to  
31 cueing by said cue means.

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1 7. A voice-data control system for use with a  
2 communication facility including remote terminals for  
3 individual callers, wherein said remote terminals may  
4 comprise a conventional telephone instrument including  
5 voice communication means for providing audio response  
6 signals and digital input means for providing digital  
7 response signals, said control system comprising:  
8 cue means for cueing select ones of said  
9 terminals to prompt selective actuation of said voice

10 communication means and said digital input means to  
11 provide response signals;

12 status means to selectively identify respon-  
13 sive signals from each select terminal as digital  
14 control signals, digital data signals or audio signals;

15 control means implementing a stored program to  
16 control said cue means and said status means in accor-  
17 dance with said program and said digital control signals  
18 to prompt the provision of responsive signals from each  
19 select terminal in accordance with said status means;

20 means for storing responsive signals from said  
21 select terminals including digital data signals and  
22 audio signals as selectively identified by said status  
23 means; and

24 means for processing said digital signals to  
25 isolate a subset of said callers.

1 8. A system according to claim 7 further  
2 including consumable key test means to qualify callers  
3 with respect to limited use.

1 9. A system according to claim 7 wherein said  
2 means for processing includes interface processor means  
3 for receiving said audio signals representative of  
4 caller data and said digital signals for processing.

1 10. A system according to claim 7 further  
2 including a plurality of audio response units for  
3 interfacing said means for processing to said communica-  
4 tion facility.

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21 means for selectively storing responsive  
22 signals from said select terminals including digital  
23 data signals and audio signals as selectively identified  
24 by said status means to indicate identification data and  
25 process data provided by said callers.

1           14. A system according to claim 13 wherein  
2       said control means further implements inventory means to  
3       account for items.

1           15. A system according to claim 14 wherein  
2       said inventory means includes an inventory record of  
3       said items.

1            16. A system according to claim 12 wherein  
2        said communication facility provides automatic number  
3        identification (ANI) signals and said status means  
4        selectively identifies said automatic number identifica-  
5        tion signals as digital control signals or digital data  
6        signals.

17. A voice-data control system for use with a communication facility including remote terminals for individual callers, wherein said remote terminals may comprise a conventional telephone instrument including voice communication means for providing audio signals and digital input means for providing digital response signals, said control system comprising:

cue means for cueing select ones of said terminals to prompt selective operation of said voice communication means and said digital input means at said terminals to provide responsive signals;

status means to selectively indicate responsive signals from each select terminal as digital control signals, digital data signals or audio signals;

control means for receiving said digital control signals for actuating said cue means and said

17 status means to cue and identify responsive signals in  
18 relation to the operation selectively prompted by said  
19 cue means; and

20 means for storing and retrieving individual  
21 caller data, including said audio signals for reproduc-  
22 ing audio caller voice data at a remote terminal.

1 18. A system according to claim 17 further  
2 including a plurality of audio response units for  
3 interfacing said means for processing to said communica-  
4 tion facility.

1 19. A system according to claim 17 further  
2 including consumable key test means to qualify callers  
3 with respect to limited use.

1 20. A system according to claim 17 wherein  
2 said communication facility provides automatic number  
3 identification (ANI) signals and said status means  
4 selectively identifies said automatic number identifica-  
5 tion signals as digital control signals or digital data  
6 signals.

1 21. A voice-data control system for use with  
2 a communication facility including remote terminals for  
3 individual callers, wherein said remote terminals may  
4 comprise a conventional telephone instrument including  
5 voice communication means for providing audio signals  
6 and digital input means for providing digital response  
7 signals, said control system comprising:  
8 cue means for cueing select ones of said  
9 terminals to prompt selective operation of said voice  
10 communication means and said digital input means at said  
11 terminals to provide responsive signals;

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12 status means to selectively indicate respon-  
13 sive signals from each select terminal as digital  
14 control signals, digital data signals or audio signals;  
15 test means for testing caller identification  
16 data for approval;  
17 control means for receiving said digital  
18 control signals including automatic number identifi-  
19 cation (ANI) signals to actuate, said test means, said  
20 cue means and said status means in accordance with a  
21 predetermined program; and  
22 means for storing individual caller data as  
23 received under control of said control means implement-  
24 ing said program.

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